

**ABSTRACT**

The present invention relates to audio data monitoring using speech recognition technology. In particular, the present invention uses business rules combined with unrestricted, natural speech recognition to monitor conversations in a customer interaction environment, literally transforming the spoken word to a retrievable data form.

5 Implemented using the VorTecs Integration Platform (VIP), a flexible Computer Telephony Integration base, the present invention enhances quality monitoring by effectively evaluating conversations and initiating actionable events while observing for script adherence, compliance and/or order validation.